

CONTRACT FOR NON-RESIDENTIAL UTILITY SERVICE

Customer Information	
Business Name or Sole Proprietor: _____	
Fictitious Name (d/b/a) , if applicable: _____	
Type of Business: _____	Federal Tax ID #: _____
Project Name, if applicable: _____	
Sole Proprietors only: SSN _____, Date of Birth _____, DL # _____, St _____	
Service Requested	
Service Address*: _____ Unit: _____ City: _____	
<input type="checkbox"/> *Attach list if for multiple units. Check box to indicate list attached.	
Turn On Date (Mon.-Fri., except holidays): _____	Additional charges apply for same day service.
Services requested* (please circle): E G W-W/W Lighting Irrigation Reclaimed Wtr Hydrant Mtr	
<i>*Stormwater and Refuse services, if available, will also be activated.</i>	
Contact Information	
Mailing Address: Street/PO Box: _____ Attn: _____	
City: _____ State: _____ Zip Code: _____	
Contact Name: _____ Bus Ph: _____ Other Ph: _____ Email: _____	
<small>~GRU will not sell email addresses obtained from GRU's customers. Under Florida law, e-mail addresses are public records, pursuant to Chapter 119, Florida Statutes. If you do not want your e-mail address disclosed in a response to a public records request, do not provide the e-mail address as part of this contract for service.</small>	
Deposit	
Deposit is based on an average two-month billing for this address or comparable service and is required before service is activated.	
Deposit Payment Options. Please check one: Cash Payment _____ Surety Bond _____ Irrevocable Letter of Credit _____	
Options: Auto Pay / Tax Exemptions	
For Auto Pay, enter bank information: Bank RT# _____ Bank Account # _____	
Bank Account Name: _____	
Tax Exemptions, if applicable. Copy of certificate required: Sales _____ Other, please list: _____	
Authorization	
To the best of my knowledge, all of the above information is true and correct and I acknowledge that providing incorrect information as part of my Contract for utility services may result in disruption of service and/or additional service charges.	
I understand that this is a Contract for utility services. I have read the terms and conditions on the back of this Contract. By signing this Contract for service, the entity on whose behalf I sign this Contract, agrees to be bound by all the terms and conditions set out on the page titled "Contract for Utility Service-Terms and Conditions".	
I certify that I have the authority to act on behalf of the entity named above, including but not limited to the authority to enter into this Contract on behalf of this entity. I understand that proof of such authority may be requested.	
Signature: _____ Title: _____ Date: _____	
Printed Name: _____ DL#: _____ State: _____	
<u>Copy of Drivers License required, unless signature is notarized or application is signed in our presence.</u>	
STATE OF _____	NOTARY IN LIEU OF PHOTO IDENTIFICATION
COUNTY OF _____	
The foregoing instrument was acknowledged before me on this _____ day of _____, 20____ by _____, who is personally known to me or who has produced _____ as identification.	
(seal)	_____ Notary Public
Office Use Only	
BP# _____ Acct# _____	Deposit \$ _____
Employee: _____	Date: _____

CONTRACT FOR UTILITY SERVICE - TERMS AND CONDITIONS

1. The City agrees to furnish available utility services to the non-residential applicant at the address stated herein under the same standards as generally provided to all customers receiving like services. Applicant agrees to take and pay for utility services applied for as available, pursuant to this Contract.
2. The City has GRU's Bill Dispute Procedures which afford any applicant a reasonable opportunity to dispute any bill by contacting the Customer Service Department. If efforts to resolve the dispute are unsuccessful, applicant may request a Review of Bill Dispute with the Director of Customer Operations or his/her designee by calling (352) 334-3434 or toll-free 1-800-818-3436.
3. Applicant agrees to pay for utility services furnished according to the applicable rate schedule or any applicable rate schedule subsequently adopted.
4. Applicant acknowledges and understands that services may be withheld or disconnected if prior indebtedness to the City for service has not been paid in full and that failure to receive a bill from the City for service rendered shall not diminish applicant's obligation.
5. Applicant acknowledges, understands and agrees that an unpaid balance of any account of applicant may be transferred to this or any other utility account of applicant for immediate payment.
6. Applicant agrees to abide with all applicable City ordinances, policies and procedures dealing with utilities as may be amended from time to time, whether the applicant's service location is inside or outside of the corporate limits of the City.
7. Applicant acknowledges and understands that if payment of monthly bills is unsatisfactory, the City may require a new or additional deposit at any time to secure payment of current bills and that if the additional deposit is not paid, service may be denied or discontinued, as appropriate.
8. Applicant acknowledges, understands and agrees that when service is disconnected, any deposit on the account will be applied to the final balance and applicant is indebted to the City for any unpaid balance. Any credit balance will be refunded to the applicant by mail.
9. Applicant agrees to reimburse the City the fees of any collection agency, which may be based on a percentage at a maximum of 25% of the debt, and all costs and expenses, including reasonable attorneys' fees, we incur in such collection efforts for any amount left unpaid after the due date of the final bill.
10. Applicant agrees to indemnify, release, hold harmless and defend the City from and against any and all liability or loss in any manner directly or indirectly growing out of, related to or resulting from the transmission and/or use of electrical energy, gas, telecommunications, water or wastewater collection services by applicant at or on the applicant's side of the point of delivery or connection.
11. Applicant understands and agrees that the use of a digital or an electronic signature on this application is considered to be the same as a "wet ink" signature and binds the applicant to all terms and conditions herein listed, the same as if the application were signed with pen and ink.
12. By applying for and accepting utility service from the City, the applicant agrees, that in order for GRU to service the applicant's account or to collect any amounts owed by the applicant, the City may contact the applicant by telephone at any telephone number associated with the applicant's account, including wireless telephone numbers, which could result in charges to the applicant. The City may also contact the applicant by sending text messages or emails, using any email address provided to the City by the applicant. Methods of contact may include using pre-recorded or artificial voice messages and/or the use of an automatic dialing device, as applicable.
13. Applicant is defined as the customer, consistent with the definition in Chapter 27 of the City of Gainesville's Code of Ordinances.

DEPOSIT AND INTEREST REFUND PROCEDURES

1. Cash deposits will be applied against the account balances after 24 consecutive months of satisfactory payment history or upon termination of utility service. If other surety is provided, it will be returned to the guarantor.
2. Interest earned on cash deposits will be credited monthly and upon refund of the deposit.
3. The deposit is intended to be an advance payment for future services and will be available to satisfy any outstanding debt for utility services on closed accounts.
4. **DEPOSITS ARE NOT TRANSFERABLE TO OTHER PERSONS OR ENTITIES.**

CONTACT INFORMATION

For more information regarding utility service, procedures or billing, contact the Customer Service Department, by telephone at (352) 334-3434 or toll-free 1-800-818-3436, by email at gru.com or customerservice@gru.com, or by writing to GRU Customer Service, Station A-110, PO Box 147051, Gainesville, FL 32614-7051. Our office is located at 301 SE 4th Ave, Gainesville, FL 32601.